MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2015/2016

BHR 2034 – HUMAN RESOURCE MANAGEMENT

(All sections/groups)

7th March 2016
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **TWO (2)** pages.

2. Answer all the questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

Each question carries 20 mark. Total 80 marks.

QUESTION 1

a) Explain **3 (three)** differences between line authority and staff authority. Identify the authority human resource managers have.

(10 marks)

b) What is the difference between job enlargement, job rotation, and job enrichment? Discuss with brief examples.

(10 marks)

(Total 20 marks)

QUESTION 2

a) Identify **(4) four** reasons employers turn to private employment agencies for assistance in recruiting.

(10 marks)

b) Discuss the steps in creating structured situational interviews and briefly identify the differences between structured and unstructured interviews.

(10 marks)

(Total 20 marks)

QUESTION 3

a) Identify **(4) four** importance of having employee orientation in organization.

(10 marks)

b) Discuss and explain **4 (four)** importance of performance appraisal.

(10 marks)

(Total 20 marks)

QUESTION 4

a) What methods could be used to foster employee engagement and also support employees' career development needs? Briefly list out some examples that could support career development needs of employees.

(10 marks)

b. You are the manager of a large used car retailer, and sales are sluggish. What incentive plan would be best for motivating your sales team? Discuss steps you should take to ensure that your incentive plan is effective?

(10 marks)

(Total 20 marks)

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